

# MIHMS Provider Forum No. 10



September 28, 2009

# Today's Agenda



- Phase 1 Update for Provider Re-enrollment
- Member Eligibility
- Electronic Data Interchange (EDI)
- Upcoming Events
- Question and Answer Session



# Phase 1 Update



# Phase 1, Provider Re-enrollment

## ✓ **Statistics for cycles 1 & 2 as of 9/25/09**

- 1,326 applications received in portal from a projected provider universe of 3,000 (44%)

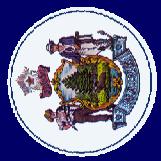
## ✓ **Cycle # 3 re-enrollment begins on 10/17/09**

### ✓ **Training**

- 1,455 individuals attended 117 Provider Re-enrollment sessions in 15 locations from June through August
- EIM provider training is scheduled for 10/21/09 (these providers are not directly enrolled in MeCMS)

### ✓ **Provider Maintenance**

- Allows providers to make changes to their approved record information (e.g., changes in address, adding or removing rendering providers, etc.)
- System readiness is targeted for October
- Don't forget that during this interim timeframe, you must update both MeCMS and MIHMS with any changes



# Phase 1, Provider Re-enrollment

- ✓ **A deadline date for providers to submit their re-enrollment applications is being established to enable providers to be paid in the first MIHMS payment cycle**

- Allow time for application processing, approval, and issuance of vendor IDs by AdvantageME
- Deadline date is tentatively set for late December

## ✓ Challenges:

- Providers are not enrolling in MaineCare consistent with their NPI enumeration: Type 1, Individual versus Type 2, Group
  - Link: <https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>
    - Enter NPI number in search field – displays type 1 or 2
- Workload management for State Re-enrollment staff
  - Many Cycle 1 & 2 providers have not started their re-enrollment
  - Providers are submitting unnecessary documents (e.g., form 1513)
  - Not all providers are submitting provider agreement in its entirety
- Providers are trying to register (Trading Partner Registration) prior to receiving their approval letter

# Phase 1, Provider Re-enrollment



## ✓ Reference Materials

- Enrollment Guides are available on the portal and they provide complete instructions to the re-enrollment process
  - Enrollment checklist that details what information and documents you need to re-enroll
  - Guidance on MIHMS provider types and specialties
    - When rendering providers are required and allowed
- Instructions have been recently added to the portal that provide guidance on where
  - To start your application
  - When to register as a trading partner

https://mainecare.maine.gov/Default.aspx

File Edit View Favorites Tools Help

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Welcome to Health PAS-Online

MaineCare Services  
An Office of the Department of Health and Human Services

Home Secure Home

User Name: \_\_\_\_\_  
Password: \_\_\_\_\_  
**Sign In**

**Provider Enrollment**

- In-State Provider Enrollment
- Non-Medicaid Provider Enrollment
- Provider Maintenance will be available in September 2009

**Retrieve User Name**

**Reset Password**

**Attention Providers:**  
Please select the Provider Enrollment Link to begin your application. You cannot 'Register' (as a Trading Partner) until your re-enrollment application has been approved.

**Welcome**

Welcome to the Maine Integrated Health Management Solution (MHMS), a state-of-the-art, HIPAA compliant Medicaid Management Information System that will process Medicaid claims when it is fully implemented in 2010.

We believe you will find the web portal process to be user-friendly and streamlined. If you are short on time and cannot complete the entire application, you will be able to save your work and return at a more convenient time.

**News for Providers**

Title: \_\_\_\_\_  
Text: \_\_\_\_\_

Website Maintenance

Due to website maintenance, Health PAS Online will not be available from Tuesday 9:00 pm to Wednesday 6:00 am.

**Useful Links**

- Maine Secretary of State
- Maine Department of Health & Human Services
- Office of MaineCare Services
- Center for Medicare & Medicaid Services
- CMS NPI Registry Search
- Frequently Asked Questions
- MHMS Bulletins

**MaineCare Provider Events Calendar**

Date	Session Time	City/Town	Event
9/28/2009	1:00 PM	Augusta, ME	Provider Forum # 10
10/22/2009	09:00 AM - 10:00 AM	Augusta, ME	PAG/TAG

**Internet | Protected Mode: On**

**Reference**

**Contact Us**

# Phase 1, Provider Re-enrollment



## ✓ Summary

- Begin your re-enrollment on schedule
- Use the Enrollment Guides for direction before you begin
- Check your NPI type
- Once you received your approval letter, register to become a trading partner that allows you to electronically interact with MIHMS to submit claims, verify member eligibility, check claims status, perform provider maintenance, etc.
- Clearinghouses can register as a trading partner at anytime
- Billing agents can register as a trading partner after their providers' re-enrollment has been approved
- Don't forget to update both MeCAMS and MIHMS with changes



# Member Eligibility

# Check Member Eligibility



**Providers can check Member Eligibility through:**

- OnLine Web Site - MyHealth PAS direct data entry
- OnLine Web Site - MyHealth PAS X.12 File Upload/Download - 270/271 Transaction
- Phone - Interactive Voice Response System
- Phone - Member Services

# MyHealth PAS – Eligibility Verification



Welcome, ROBERT ABLE to the Provider Module  
Last Accessed: 9/14/2009 4:27:22 PM

Provider

Announcements

There are no announcements from the Health Plan at this time.

Eligibility Verification

Quick Links

- Member Roster
- View the member roster to look up member information or see how many members are on your roster.
- Check Eligibility
- Find out if a member is eligible to receive services from your office.
- Claim Status
- Check on the status of one of your claims.

MaineCare Services

An Office of the Department of Health and Human Services

Health PAS-Online

Provider Services

Authorization Status

Claim Submission

Claim Status

Eligibility Verification

Patient Roster

Primary Care Roster

Provider Affiliations

Provider Payment Status

Referral Submission

Referral Status

Provider Maintenance

Provider Associations

Manage Users

Payer Enrollment

TP Management

Demographic Updates to TPA Accounts

# MyHealth PAS – Eligibility Verification



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Health and Human Services

You Are Here: Eligibility Verification

Provider

Find Member

To search for a member, enter search criteria in any two rows. For example enter the Name [last and first] and the Date of Birth.

Member ID:  And

Name (Last and First):

Date of Birth:  /  /

Social Security Number:  -  -  -  -

Submit    Reset

Provider Maintenance

- ♦ Home
- ♦ Account Maintenance
- Reset Password
- Update Briony graphics
- WebChat
- ♦ File Exchange
- X12 Upload
- Archive Search
- ♦ Responses
- Claim(037)
- Claim Status (276)
- Eligibility (270)
- Enrollment (034)
- Finance (035, 036)
- Service Review (279)
- ♦ Reports
- Remittance Advice (pdf)
- Other Reports (pdf)
- ♦ Provider Services
- Authorization Submission
- Authorization Status
- Claim Submission
- Claim Status
- Eligibility Verification
- Patient Roster
- Primary Care Roster
- Provider Affiliations
- Provider Payment Status
- Referral Submission
- Referral Status
- ♦ Provider Maintenance
- Provider Associations
- Manage Users
- Payment Download
- PIA Enrollment
- ♦ IP Management
- Demographic Update to TPA Account

Trading Partner ID: Welcome spchen    This Site

Help    Glossary

# MyHealth PAS – Eligibility Verification



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Health PAS-Online

Welcome, ROBERT ALBER to the Provider Module  
Last Accessed: 9/4/2009 4:27:32 PM

Provider

Home  
Account Maintenance  
Reset Password  
Update Demographics  
WebChat  
File Exchange  
X12 Upload  
Archive Search  
Responses  
Claim(837)  
HighPriority(770)  
Fax Outbound(834)  
Finance(835, 836)  
Service Review(778)  
Reports  
Remittance Advice (pdf)  
Other Reports (pdf)

Provider Services  
Authorization Submission  
Authorization Status  
Claim Submissions  
Claim Status  
Eligibility Verification  
Patient Roster  
Primary Care Roster  
Provider Affiliations  
Provide Payment Status  
Referral Submission  
Referral Status  
Provider Maintenance  
Provider Associations  
Manage Users  
Payment Download  
PRA Enrollment  
IP Management  
Demographic Updates to TPA Account

Trading Partner ID: Welcome spidgen ▾  
This Site ▾

Quick Links  
Member Roster  
View the member roster to look up member information or see how many members are on your roster.

Check Eligibility  
Find out if a member is eligible to receive services from your office.

Claim Status  
Check on the status of one of your claims.

**Eligibility Verification**

**Patient Roster**

# MyHealth PAS – Eligibility Verification



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Health PAS-Online

You Are Here: Eligibility Verification

Provider

Home Account Maintenance Reset Password Update Demographics WebChat File Exchange X12 Upload Archive Search Responses

Claim(877) Claim Status (274) HighPriority (270) Enrollment (814) Finance (835, 820) Service Review (278)

Reports Remittance Advice (pdf) Other Reports (pdf)

Provider Services Authorization Submission

Authorization Status Claim Submission Claim Status HighPriority Verification Patient Roster Primary Care Roster Provider Affiliations Provider Payment Status

Tracking Number : T214801195

Eligibility Inquiry Dates of Service From \* : 9/6/2008 To \* : 9/6/2009

C Procedure Codes Enter a maximum of 10 procedure codes separated by a comma or space

HPAAC Category Codes

Submit Reset Print Receipt

Tue, Sept 8, 2009 This Site Help Glossary

Trading Partner ID: Welcome spaction 0

# MyHealth PAS – Eligibility Verification



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Health PAS-Online

Trading Partner ID: Welcome spabinen

This Site

Member ID  
0852805

Date of Birth  
5/4/1981

You Are Here: Eligibility Verification

Provider

Home

Account Maintenance

- Board Enrollment
- Update Benefits/graphics
- WebChat
- File Exchange
- X12 Upload
- Archive Search
- Responses
- Client(837)
- Claim Status (276)
- Eligibility (270)
- Enrollment (834)
- Finance (835, 836)
- Service Review (278)
- Reports
- Remittance Advice (pdf)
- Other Reports (pdf)

Provider Services

Authorization Submission

Authorization Status

Claim Submission

Claim Status

Eligibility Verification

Patient Roster

Primary Care Roster

Provider Affiliations

Provider Payment Status

Referral Submission

Referral Status

Provider Maintenance

Provider Associations

Manage Users

Payment Workflow

PIA Enrollment

TP Management

Demographic Updates to TPA Account

PCP Name: LEWIS, DORIAN

Address: 14 Memory Lane, POISE ID #3706

Coverage Provider: LEWIS, DORIAN

NPI: 1629535397

Office Number:

Office Hours:

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Effective Date  
1/01/2008

Status  
Primary

Plan Type  
Medical

Termination Date  
None

# MyHealth PAS – Patient Roster



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MaineCare Services  
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Health PAS-Online

Trading Partner ID: Welcome Specimen ▾

This Site ▾

Tue, Sept 8, 2009

You Are Here: Custom Member Roster

Billing Provider: ABLE, ROBERT

The members of your custom roster are displayed in the following table. Select the Search icon to locate the member in the list. To add members to your roster, select the Add New Member link.

Provider

Custom Member Roster

First Name	Last Name	Member ID	Effective Date
BEKIS	BAKESTRAW	9099900118	3/01/2009
AMANDA	ANDERSON	08552805	1/01/2008

Add New Member

Expiration Date

12/31/2008

12/31/2008

Submit Claim

Verify Eligibility

Submit Referral

Submit Prior Authorization

Print Insurance Advice (pdf)

Other Reports (pdf)

Provider Services

Authorization Submissions

Authorization Status

Claim Submission

Claim Status

Eligibility Verification

Patient Roster

Primary Care Roster

Provider Affiliations

Provider Payment Status

Printed on 9/8/2009 at 10:45 AM



# Electronic Data Interchange (EDI)

# Topics



- ✓ **Business Interactions**
- ✓ **Companion Guides**
- ✓ **EDI Testing Overview**
- ✓ **Software Vendors**



## Business Interactions with MIHMS

- ✓ **Direct Data Entry (DDE) Web Portal**
  - Requires Trading Partner Agreement
- ✓ **Electronic Data Interchange (EDI) Web Portal**
  - Requires Trading Partner agreement and successful EDI testing completion
- ✓ **Automated Voice Response System**
- ✓ **Paper Claim Submission**
  - Billing instructions are targeted for completion in October
  - Available in the website

# Electronic Data Interchange



## ✓ Companion Guides

- Posted to MIHMS website
  - Currently in State review
    - Except the 278 which is slightly delayed
- Companion to the HIPAA ANSI X12N implementation guides
  - Solely for the purpose of clarification
  - Detailed payer specific requirements for processing data
  - Supplements, but does not contradict any requirements in the X12N implementation guide

Type	In-bound	Out-bound*
Eligibility Benefit	270	271
Claim Status	276	277
Dental, Professional & Institutional Claims	837	
Remittance Advice	835	
Health Services Review (PA/Referral)	278	278
		*No companion guides planned for Outbound transactions



## EDI Testing Overview

### ✓ Will be available via Online Portal after Trading Partner Registration

- Planned for early January

### ✓ The testing process is self service with automated responses and e-mail confirmations

- Up to 4 responses for each file submission
  - TA1 Technical Acknowledgement
  - 997 Functional Acknowledgement
  - 824 Application Advice
  - BRR Business Rejection Report

### ✓ EDI Help Desk Support

# EDI/Download Screen Sample



Home | Trading Partner

- Account Maintenance
  - Reset Password
  - Update Demographics
- File Exchange
  - X12 Upload
  - Archive Search
  - Download / Responses
  - Claims (837)
  - Claim Status (276)
  - Eligibility (270)
- Finance (835)
  - Service Review (278)
- Reports
- Form Entry
- User Maintenance
- Reference
- Contact Us
  - Email
  - Contact Info

Wed, Sept 2, 2009

Health PAS Online 2 File Exchange > Download / Responses > Claims(837)

Claims (837)

Total 5 records returned.

Submission Date	ICN	Usage Indicator	Action
9/2/2009 11:01:22 AM	000000393 T	1088245 1088245	Download All...
9/2/2009 11:00:27 AM	000000392 T	1088231	Download All...
9/2/2009 10:49:48 AM	000000392 T	1088220	Download All...
9/2/2009 10:49:29 AM	000000392 T	1088217 1088218	Download All...
9/2/2009 7:19:11 AM	000000391 T	1088197 1088198	Download All...

# EDI Testing Overview



✓ **Providers are approved for electronic transmission if:**

- they have a valid TPA account ID and
- have submitted a minimum of 3 error free files that contain at least 15 transactions

✓ **EDI provider testing/approval is:**

- for Inbound transactions
- independent for each transaction type
- Based on the X12 4010A1 version for all transactions

# Software Vendors



- ✓ **MaineCare list of known software vendors at:**
  - [http://www.maine.gov/dhhs/oms/provider/emc/emc\\_software\\_vendors.html](http://www.maine.gov/dhhs/oms/provider/emc/emc_software_vendors.html)
  - If not present e-mail the contact information to  
[MaineCare2010.DHHS@maine.gov](mailto:MaineCare2010.DHHS@maine.gov)
- ✓ **Software Vendors Survey**
  - 29 vendors surveyed/12 responded about current HIPAA readiness
    - Most are already preparing HIPAA standard files
    - Companion Guides are identified as the most common need
- ✓ **Resource Link**
  - <http://www.xtranslator.com/prod/beginninguidex12.pdf>

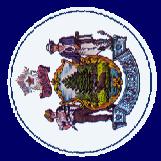


# Upcoming Events

# Upcoming Events



- ✓ Provider Re-enrollment Cycles ends Mid-November
- ✓ Provider Maintenance Available October
- ✓ Companion Guides Completed October
- ✓ Software Vendor Meeting October
- ✓ Billing Communications Available October
- ✓ Local Codes Crosswalk Available October
- ✓ User Acceptance Testing Begins November
- ✓ EDI Helpdesk Available Mid-December
- ✓ Phase 2 Provider Training Begins January
- ✓ Test files from providers January
- ✓ EDI Self Service January
- ✓ Phase 2 Go-Live March
- ✓ DRG/APC payment methodology for hospitals April/2010



## Questions

Do you have any questions?

**Thank You!**



**Thank you for your participation!**

Next Forum will be:

- Thursday, October 29<sup>th</sup>  
1pm at Florian Hall

**Customer Service number for re-enrollment  
questions: 1-800-321-5557 option 6**

## Related Links



- ✓ For a copy of this presentation and Other Fiscal Agent Updates: [http://www.maine.gov/bms/member/innerthird/fiscal\\_agent.html](http://www.maine.gov/bms/member/innerthird/fiscal_agent.html)
- ✓ MaineCare's Listserv to Receive Provider Updates: <http://www.maine.gov/dhhs/bms/member/innettthird/listserv.shtml>
- ✓ Invitations to our monthly MIHMS Provider Forums: Please send your name, contact e-mail, and provider name to [MaineCare2010.DHHS@maine.gov](mailto:MaineCare2010.DHHS@maine.gov)
- ✓ If you have other questions or suggestions, please send them to [MaineCare2010.DHHS@maine.gov](mailto:MaineCare2010.DHHS@maine.gov)